

Poor Catering in Superfast Trains

1542. SHRI BRAHMAKUMAR BHATT: Will the Minister of RAILWAYS be pleased to state:

- (a) the number of complaints received about poor catering facilities in Superfast and Rajdhani trains during 1999-2000;
- (b) the steps taken to improve the facilities and quality of food;
- (c) whether any inspection and surprise spot inspection is done regularly;
- (d) if so, the details thereof; and
- (e) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI DIGVIJAY SINGH): (a) During 1999-2000, 859 complaints regarding poor catering facilities in Superfast/Rajdhani/Shatabdi Express trains were received.

(b) In order to bring improvement in standard and quality of catering services, Railway has taken various steps viz. introduction of three-piece casserole packed meal in place of thali meals, introduction of eco-friendly packaging materials, supply of curd in kulkarhs, ensuring quality of mineral water, review of menu and services of Rajdhani/Shatabdi and other superfast trains.

(c) and (d) Regular inspections are carried out by divisional/zonal and Board's officials. Besides special drives are being organised from time to time. Senior railway officers, conduct surprise checks/inspections to ensure improvement in catering services. Complaints received are investigated and suitable action taken against the defaulters. A catering monitoring cell has also been set up in Board's office to deal with public complaints.

(e) Does not arise.

Revision of Science & Technology Policy

1543. SHRI B.J. PANDA: Will the Minister of SCIENCE AND TECHNOLOGY be pleased to state:

- (a) whether Government have a proposal to revise its policy on Science and Technology;